

## Pritesh Kumar Khandelwal

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### Summary

Experienced Senior Software Engineer with **8.5 years** of expertise in managing software product releases for **SFDC CRM** and **AEM DAM** using both traditional **waterfalls SDLC** and **agile methodologies**. Proven excellence in business analysis, product development, release planning, execution, deployment and post deployment, change management, E2E quality engineering with **manual & automation Testing** using Testing frameworks with **selenium web driver** across domains for Sales, Channel Partner, Marketing on **SFDC CRM platform** within Seller & Buyer Organizations.

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### Professional Experience

**MCA-(Master of Computer Application)** with **plus 8 years** of experience in:

**SFDC CRM Implementation      E2E Test Strategy      Software Development**  
**Cross-Functional Team Mgmt      E2E Test Management      Test Automation**  
**Business & Solution Analysis      Requirement Analysis      Product Requirements Management**  
**Agile Mindset, Methodologies      Business Process Management      Release Management**

- 5+Years of experienced in leadership as SME, Segment Lead, Program Lead, E2E Team Lead
- Experienced delivering end-to-end CRM software, SDLC projects, and experience working with software development lifecycles.
- Managed the end to end project lifecycle; including requirements gathering, scope, development, implementation and testing
- Proven Experienced Salesforce platform Sales Cloud, Service Cloud and different types of integrations with Salesforce and external and internal apps
- Proven success in managing project timelines, development, and implementation of Salesforce solutions
- Strong organizational and business analysis skills; detail-oriented and able to work independently, manage and develop small- & large-scale projects.
- Collaborated with Stakeholders, Business Team, Architects, Developer to understand the implementation requirements and deliver with quality
- Worked directly with Global support and operations Team, Product Managers and Business Transformation teams to documented functional business requirements, process flow diagrams, and business cases
- Facilitated review & demo sessions with functional owners and end-user representatives
- Excellent communication, cross functional team management, interpretation and presentation skills
- Great understanding with native features and custom functions in Salesforce
- Experienced with different integrations between the CRM and external data systems
- Comprehensive experienced on debugging and troubleshooting in Salesforce
- Experienced in identifying common blind spots and bugs
- Worked with program managers and stakeholders to uncover process gaps and develop elegant solutions
- Hands-on experienced with Defect management and program, project status reporting to executives
- Provided leadership, technology guidance and mentors for internal and cross functional teams
- Experienced with Heroku / iPASS platforms such as Mulesoft, Boomi, Informatica,AIC etc.
- Expert understanding of Salesforce products, partner consulting capabilities, and solutions.
- Hands on experienced on Salesforce declarative customization and administrator activities
- Hand on experienced on web-based automation testing using Selenium WebDriver
- Worked on Database, Webservice and API Integration testing
- Worked on third party package/app integration testing like Qvidian,Mertiz,EDI, Visit etc

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## Organizational History

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- Since May 2012 to Present      Dell International Services, Bangalore, India

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## IT Skills

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- Programing Languages: C, C++, C#, Core Java, VB6.0
- Database: MS SQL, Oracle
- Tools: Selenium WebDriver, MTM, TFS
- Platform: SFDC CRM, ADOBE AEM DAM, Informatica, Boomi, AIC

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## Awards & Achievements

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- Cleared **ISTQB** Foundation Level certification.
- Received **Dell Champion Award, Silver Award, Bronze Award & Spot Award** for outstanding contribution towards Dell business and dedication to its customers.

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## International Onsite Experience

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- As QE E2E Lead supported Dell EMC Merger GC2.0 Program Business launch at Xiamen, China
- As Program Lead attended & key presenter of E2E Test strategy plan for PAM & MT Program in Business workshop at Round Rock, Texas, USA
- As QE E2E Program Lead drive PAM & MT Program business launch support Testing at Limerick, Ireland
- As E2E Program Segment Lead supported for ISG Program war room at Round Rock, Texas, USA

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## Training Attended

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- Software and IT development under TFP Program at ABV IITM, Gwalior
- Agile Boot camp By QAI
- AEM Basic training
- Anaplan Basic training
- C & C++ Training at NIIT, Jodhpur

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## Education

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- MCA post graduate Degree from Bangalore Institute of Technology, Affiliated to IGNOU, 2016
- PGDCA – from Bangalore Institute of Technology, Affiliated to IGNOU, 2013
- Bachelor of Computer Application (BCA) from Aishwarya college of Education, Jodhpur (Rajasthan), Affiliated to JNVU, Jodhpur (Rajasthan) in 2011